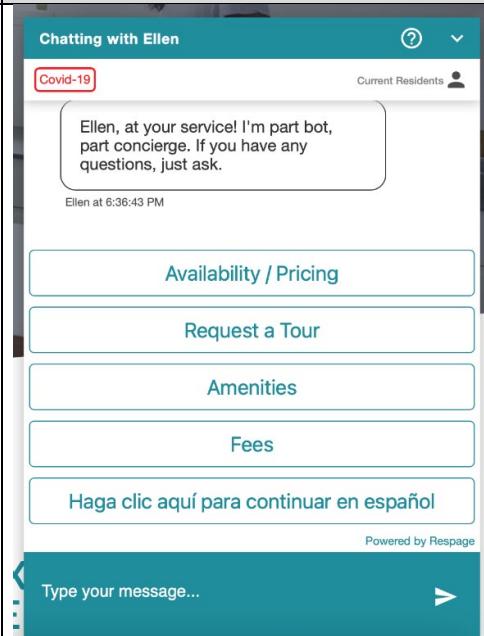


EXHIBIT E

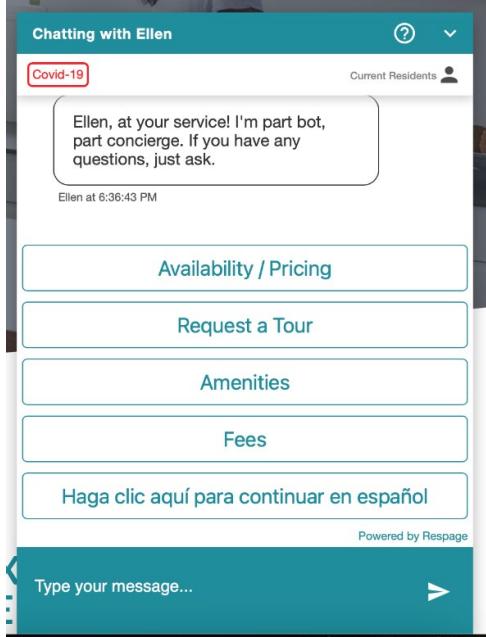
U.S. Patent No. 11,336,597	<u>Respage</u>
1. A system for web-based communication, the system comprising:	<p>Respage provides a real-time communication system.</p> <p>Respage allows creation of personalized website widgets used for communicating.</p> <p>“We all know that everything your prospects need to know is already on your website, but that doesn’t stop them from asking if you have the 2-bedroom apartment you’ve listed as available or what your pet policy is. A chatbot lets prospects ask these questions in real time rather than via a contact form or phone call.” https://respage.com/blog/2022/05/27/chatbots-the-easiest-fastest-way-to-improve-multifamily-conversion-rates/</p> <p>Respage allows creation of personalized website widgets used for communicating.</p> <p>“The smartest (and fastest) chatbot in multifamily. Based on millions of conversations and NLP technology, our Chatbot responds to prospects like a human being with the information they need. Customize the chatbot to your liking and convert more website leads.” https://respage.com/naa-apartmentalize-2022/</p>
an electronic processor configured to:	<p>Respage uses electronic processors to implement its real-time communication system.</p> <p>Respage includes software that runs on electronic processors enabling chat services to be integrated into websites.</p>
receive a communication request, from a web browser of an unauthenticated user of a web page, initiated from the web page;	<p>Respage receives a communication request from an unauthenticated user of a web page, initiated from the web page;</p> <p>When a user visits a web page, a request for a chat interface is received by Respage services from an unauthenticated user.</p>

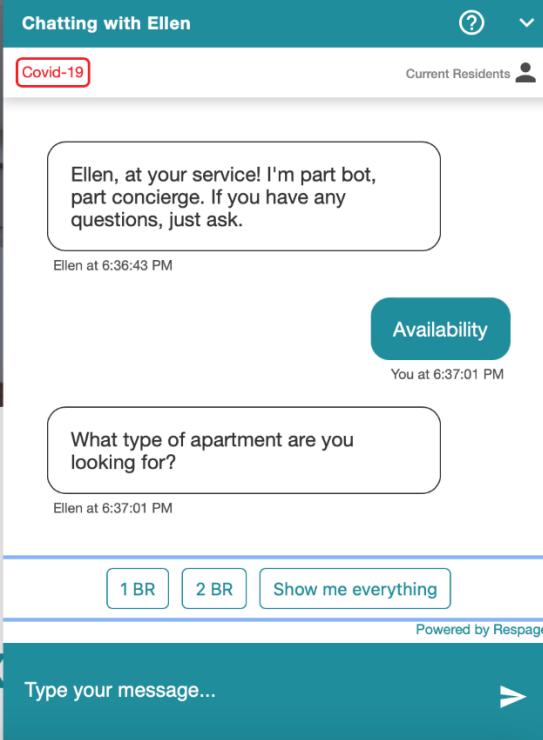
U.S. Patent No. 11,336,597

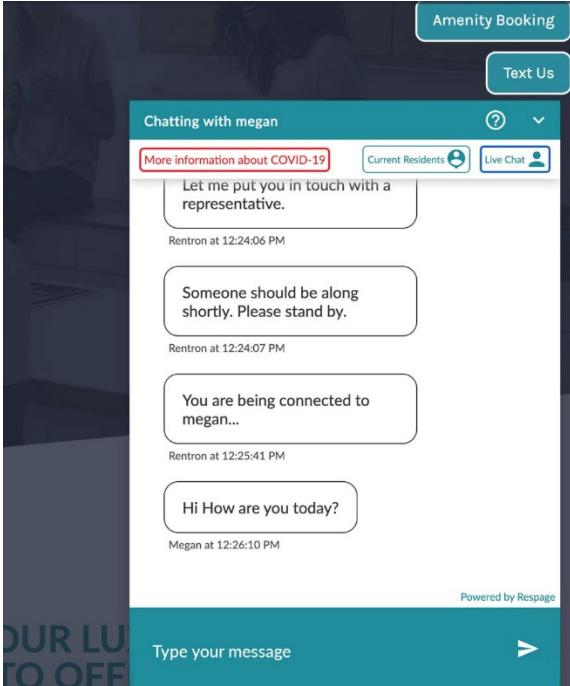
Respage



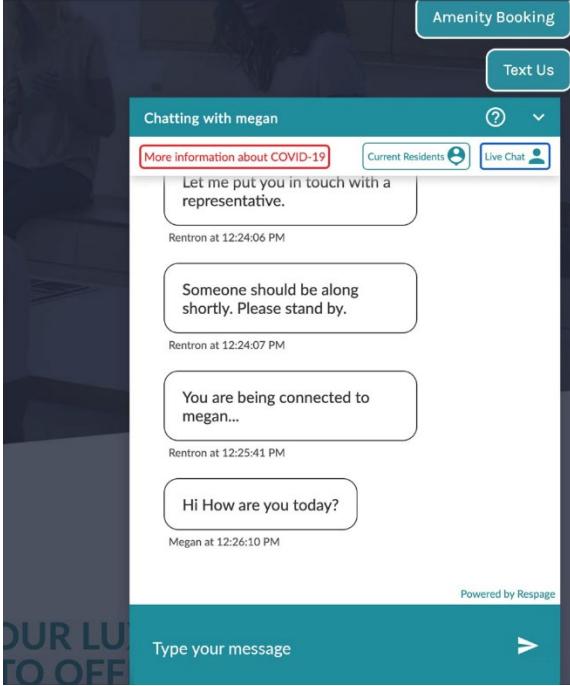
<https://demo.respage.com>

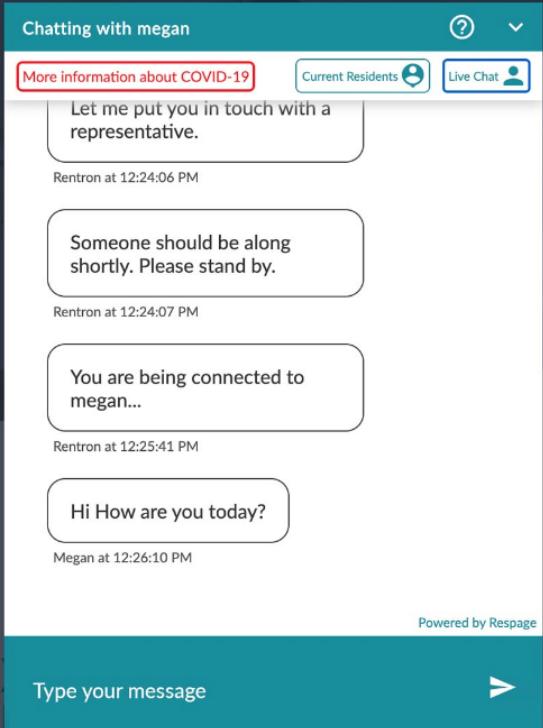
U.S. Patent No. 11,336,597	<u>Respage</u> 
send to the web browser from a first responder a request for information for the unauthenticated user of the web browser as part of a conversation, wherein the request for information is sent based on the communication request;	<p>Respage sends to the web browser from a first responder a request for information for the unauthenticated user of the web browser as part of a conversation, wherein the request for information is sent based on the communication request.</p> <p>https://demo.respage.com</p>
receive a first communication as part of the conversation from the unauthenticated user of the web browser;	<p>Respage receives a first communication as part of a conversation from the unauthenticated user of the web browser.</p> <p>Respage services receive responses from the user. The response can be used to trigger additional auto-responses or be used to route the user to an agent.</p>

U.S. Patent No. 11,336,597	<u>Respage</u>  <p>The screenshot shows a chat interface titled "Chatting with Ellen". At the top, there's a red button labeled "Covid-19" and a "Current Residents" section with a user icon. The first message is from "Ellen at 6:36:43 PM": "Ellen, at your service! I'm part bot, part concierge. If you have any questions, just ask." Below it is a teal button labeled "Availability". The next message is from "You at 6:37:01 PM": "What type of apartment are you looking for?". Below this are three buttons: "1 BR", "2 BR", and "Show me everything". At the bottom, it says "Powered by Respage" and has a text input field with "Type your message..." and a right-pointing arrow.</p> <p>https://demo.respage.com</p>
determine a conversation identifier for the conversation based on the first communication;	<p>Respage determines a conversation identifier for the conversation based on the first communication.</p> <p>“Office teams are given full control of Chatbot conversations, as well as transcripts that help make the transition seamless” https://respage.com/services/chatbot/</p> <p>“Since a chatbot immediately asks for general information like the person’s name and desired apartment, it doubles as both a customer service tool and a lead generator. You’ll even have a detailed transcript of each interaction your chatbot to reference whenever you need it.”</p> <p>https://respage.com/blog/2018/04/09/what-is-an-apartment-chatbot/</p>

U.S. Patent No. 11,336,597	<u>Respage</u> <p>identify, based on the first communication, a second responder, wherein the second responder is different from the first responder;</p>
	<p>Respage identifies, based on the first communication, a second responder, wherein the second responder is different from the first responder.</p> <p>A new agent is identified, such as through auto-assignment, skill-based routing, or reassignment, based on the conversation.</p>  <p>The screenshot shows a mobile-style chat interface. At the top, there are buttons for 'Amenity Booking' and 'Text Us'. Below that, a header says 'Chatting with megan' with a help icon and a dropdown arrow. There are three red rectangular buttons: 'More information about COVID-19', 'Current Residents', and 'Live Chat'. The main area shows a conversation:</p> <ul style="list-style-type: none"> User message: 'Let me put you in touch with a representative.' (Rentron at 12:24:06 PM) User message: 'Someone should be along shortly. Please stand by.' (Rentron at 12:24:07 PM) User message: 'You are being connected to megan...' (Rentron at 12:25:41 PM) User message: 'Hi How are you today?' (Megan at 12:26:10 PM) <p>At the bottom, it says 'Powered by Respage' and has a teal footer bar with the text 'Type your message' and a right-pointing arrow.</p> <p>https://respage.com/services/chatbot/</p>

U.S. Patent No. 11,336,597	<u>Respage</u>
determine a communication protocol of the second responder	<p>Respage determines a communication protocol of the second responder.</p> <p>“Mobile-enabled for Live Chat agents” https://respage.com/services/chatbot/</p> <p>“Respage’s leasing automation solutions answer prospect questions via chat, text, or email accurately and instantly and automate follow up.” https://respage.com/reslease/</p>
send the first communication to the second responder based on the communication protocol of the second responder;	<p>Respage sends the first communication to the second responder based on the communication protocol of the second responder.</p> <p>“Office teams are given full control of Chatbot conversations, as well as transcripts that help make the transition seamless” https://respage.com/services/chatbot/</p> <p>“Since a chatbot immediately asks for general information like the person’s name and desired apartment, it doubles as both a customer service tool and a lead generator. You’ll even have a detailed transcript of each interaction your chatbot to reference whenever you need it.”</p> <p>https://respage.com/blog/2018/04/09/what-is-an-apartment-chatbot/</p>

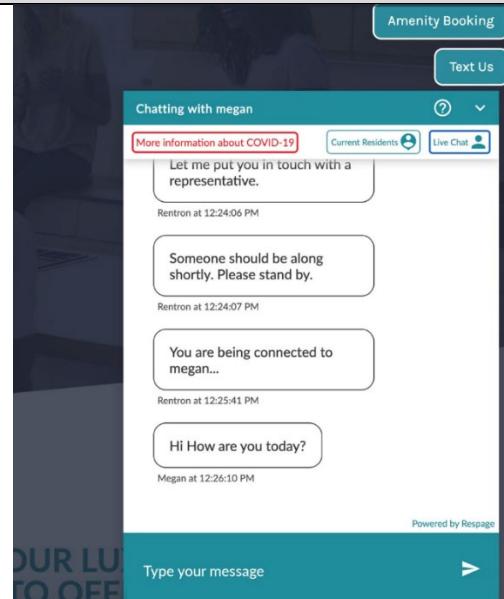
U.S. Patent No. 11,336,597	<u>Respage</u>  <p>The screenshot shows a chat interface titled "Chatting with megan". The messages are as follows:</p> <ul style="list-style-type: none"> Let me put you in touch with a representative. Someone should be along shortly. Please stand by. You are being connected to megan... Hi How are you today? <p>At the bottom, there is a teal input field with the placeholder "Type your message" and a send button with a right-pointing arrow. The footer of the interface says "Powered by Respage".</p>
receive, from the second responder, a first reply from the second responder based on the first communication;	Respage receives, from the second responder, a first reply from the second responder based on the first communication.

U.S. Patent No. 11,336,597	<u>Respage</u>  <p>The screenshot shows a chat window titled "Chatting with megan". At the top, there are buttons for "More information about COVID-19", "Current Residents", and "Live Chat". The conversation history includes the following messages:</p> <ul style="list-style-type: none"> Rentron at 12:24:06 PM: "Let me put you in touch with a representative." Rentron at 12:24:07 PM: "Someone should be along shortly. Please stand by." Rentron at 12:25:41 PM: "You are being connected to megan..." Megan at 12:26:10 PM: "Hi How are you today?" <p>The bottom of the screen features a teal footer bar with the text "Powered by Respage" and a message input field with a right-pointing arrow icon.</p>
determine the conversation identifier based on the first reply;	Respage determines the conversation identifier based on the first reply. “When a prospect sends an initial email to an apartment community or completes an online contact form on a property website or ILS, the AI leasing agent uses natural language processing to read the message and understand the intent behind it. The AI leasing agent is then able to provide answers to the prospects’ queries along with 1

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	<p>a call to action to schedule a tour.” p. 11, Respage Leasing Automation.</p> <p>Conversation transcripts require some way to differentiate between conversations.</p> <p>“Office teams are given full control of Chatbot conversations, as well as transcripts that help make the transition seamless” https://respage.com/services/chatbot/</p>
map the first reply to the web browser using the conversation identifier;	<p>Respage maps the first reply to the web browser using the conversation identifier.</p> <p>“Office teams are given full control of Chatbot conversations, as well as transcripts that help make the transition seamless” https://respage.com/services/chatbot/</p> <p>“Since a chatbot immediately asks for general information like the person’s name and desired apartment, it doubles as both a customer service tool and a lead generator. You’ll even have a detailed transcript of each interaction your chatbot to reference whenever you need it.”</p> <p>https://respage.com/blog/2018/04/09/what-is-an-apartment-chatbot/</p>
send the first reply to the web browser.	Respage sends the first reply to the web browser.

U.S. Patent No. 11,336,597

Respage



<https://respage.com/services/chatbot/>